National Disability Services

Member Benefits Guide 2022

Getting the most from your NDS membership.

NDS represents service providers across Australia in their work to deliver high-quality services for people with disability. [www.nds.org.au](http://www.nds.org.au)

# Index

About NDS 4

Structure 5

NDS elections/AGM 5

Policies, reports and strategic directions 5

Membership Applications and Renewals 6

Key NDS staff 7

NDS Membership Team 7

Our services to members 8

NDS Members and Associates Logos 8

Timely Information and Advice 9

Access to a dedicated member-only web portal 9

NDS Helpdesk 9

Member Exclusive Webinars 9

Email News Updates 9

Annual State of the Disability Sector report 10

Information and advice about the NDIS 10

Looking to add additional contacts to your membership? 10

Would you like to adjust the type of information received? 10

Advocacy and Influence 11

Interested in joining an NDS Committee? 12

Learn and Innovate 13

National, state and regional conferences and events 13

National Disability Practitioners 14

carecareers 14

NDS Learn and Develop 14

Collaborate and improve 17

Business Supports and Services 17

Accountancy Advice Service 17

Cynch Security 17

Emprevo 17

Expense Reduction Analysts (ERA) 17

Gallagher 18

IR/HR Advisory Service 18

NDS Legal Helpline 18

NDS Management Support Online 18

NDS Quality Portal 19

Nexia Australia 19

Qantas Club 19

Referoo 19

StreetFleet 19

WHS Advice Line 19

Winc 20

National and Local Perspectives 20

Industry Supporter Directory 21

Platinum 21

Gold 22

Statement of Principles 24

Advertisements 26

Hesta 26

Referoo 26

streetfleet 27

Emprevo 27

# About NDS

**NDS is Australia’s peak body for non-government disability service organisations, representing the full spectrum of disability service providers across Australia.**

We promote the full social and economic participation of people with disability by supporting high-quality, innovative and sustainable disability services. Members range in size from small support groups to large multi-service organisations and collectively, operate several thousand services for Australians with all types of disability.

NDS is Australia’s biggest and most diverse alliance of disability service providers. Found in cities, towns and regions all over the country, our 1,200 members serve all types of people with disability and do so in all sorts of ways. But whatever their services involve, and wherever they might provide them, our members often face the same challenges – and benefit from the same sorts of opportunities if and when they arise.

The NDIS’s focus on flexibility has been its greatest asset, empowering people with disability to have far more choice and control. But the scheme still presents our members with obstacles – from fragmentation and financial uncertainty, to confusion and tangled red tape. That’s why NDS offers members the chance to bring about change and explore ways to improve the sector. We believe that we are stronger together; that when all of us speak with one voice we make a sound certain to be heard by governments.

NDS members enjoy regular opportunities to pool resources, exchange ideas, and generally talk, learn, teach, network and listen. The collective experience of our members has been this organisation’s heart and soul for 75 years, filling and shaping the body of knowledge that the sector now relies on.

We also work hard to keep our members informed about day-to-day issues, so they can anticipate and rectify problems if and when they arise. Along with access to our ever-expanding range of professional and business development tools, members receive regular updates about policies and programs, as well as service delivery and management issues.

## Structure

NDS has offices in every state and territory. The organisation is governed by a national Board which includes the elected Chair from each state and territory committee as well as representatives elected directly by members.

NDS State Committees contribute to NDS’s achievement of its objectives. These committees develop strategic priorities that respond to the concerns and interests of members in that State/Territory and are compatible with NDS’s Strategic Plan.

NDS members are represented on National Committees and State Sub-Committees; refer to the section of this booklet titled ‘Advocacy and influence’ for further information (page 11).

## NDS elections/AGM

NDS Organisational and Life Members have the right to:

1. nominate a candidate, be a candidate and vote in NDS Board elections.
2. nominate a candidate, be a candidate, and vote in elections for State Committees in the state/territory in which their head office is located.
3. participate and vote in NDS’s Annual General Meeting.

Multi-state voting rights may be available to members operating and having a material presence in more than one state or territory (application and approval process for multi-state voting rights is required).

## Policies, reports and strategic directions

NDS’s Strategic Plan, Constitution, By-Laws, Disability Action Plan and Annual Reports can be downloaded from the NDS website: [Our Policies and Strategic Direction](http://www.nds.org.au/about/our-policies-and-strategic-direction)

# Membership Applications and Renewals

NDS membership consists of an annual financial year subscription. Renewals are sent to members from June each year and are completed online.

If looking to join NDS please contact:

Peter Hannon

p 02 9256 3128

e peter.hannon@nds.org.au

or visit [Become a Member](http://www.nds.org.au/nds-membership/become-a-member)

# Key NDS staff

NDS employs a dedicated team of more than 100 staff skilled in providing resources, advice and member representation on a broad range of disability specific issues.

**Have a question? We would love to hear from you!**

As a member, you are also able to access our member-only NDS Helpdesk, where you can raise questions about the NDIS or disability employment and see responses to the questions raised by others. Read more about our helpdesk at page 9.

## NDS Membership Team

**Belinda Allen**Head of Member Services and Marketing  
p 02 9256 3194  
e belinda.allen@nds.org.au

**Peter Hannon**Membership Development Specialist  
p 02 9256 3128  
e [peter.hannon@nds.org.au](mailto:peter.hannon@nds.org.au)

**Emerson Riley**Membership Services Officer  
p 02 6283 3205   
e emerson.riley@nds.org.au

**Tailah Phillipson**Membership Communications Officer  
e tailah.phillipson@nds.org.au

[**NDS Management Team**](http://www.nds.org.au/about/management-team)

[**NDS Office Locations**](http://www.nds.org.au/contact)

# Our services to members

* Our state and territory teams bring strength and understanding of the context of operations in each jurisdiction.
* Support for all members – metropolitan, regional rural, remote and very remote.
* Proven and effective advocacy to state/territory governments on disability issues.
* NDS uses technology to reach all members, far and wide. Our virtual conferences and webinars ensure members can connect, regardless of location.

Information is correct at time of printing, but may change without notice.

## NDS Members and Associates Logos

Organisational Members and Associates can identify themselves as members by using a NDS member logo, conditions apply. Contact the Membership Team at membership@nds.org.au for further information.

# Timely Information and Advice

## Access to a dedicated member-only web portal

Upon joining, NDS members are provided with access to exclusive member-only content on the NDS website. The member portal contains submissions lodged by NDS, latest news, policy papers, case studies, research, webinars, project-related information and more. Your organisation’s Main Contact and Administrator are able to upload your staff lists via the NDS member portal by visiting the ‘Account and Management’ tab.

Members are also able to attend a range of face-to-face meetings, conferences, professional development activities and issues-based committees and networks. See the ‘Advocacy and Influence’ and ‘Learn and Innovate’ sections (on pages 11 and 13) for further information.

**Need to retrieve your member login password?**

Visit [NDS Login](http://www.nds.org.au/login) and select the ‘Forgot your password?’ link.

## NDS Helpdesk

The NDS Helpdesk is your go-to online destination for members to ask questions about the NDIS and disability employment. Ask a question or search through the hub to see what other service providers are asking.

Visit [NDS Helpdesk](http://www.nds.org.au/helpdesk)

## Member Exclusive Webinars

Member-only webinars, podcasts and events are hosted regularly to tackle complex and relevant topics like the NDIS Quality and Safeguarding Framework, the Disability Royal Commission and more. Webinars can be accessed from the ‘Resources’ area of the NDS website.

## Email News Updates

NDS delivers up-to-date information and analysis via regular email News Updates on local, state and national issues.

## Annual State of the Disability Sector report

Released at the annual members-only CEOs’ Meeting each year, the State of the Disability Sector report provides key trends, policy directions and issues in the disability sector. The report is available throughout the year from www.nds.org.au/about/state-of-the-disability-sector-report.

## Information and advice about the NDIS

NDS is at the forefront of policy advocacy designed to enhance the implementation of the National Disability Insurance Scheme (NDIS).

Members have access to the intelligence gathered by NDS about the NDIS to support their planning. The [NDS Helpdesk](http://www.nds.org.au/helpdesk) details NDIS issues and updates in addition to question and answer functionality.

## Looking to add additional contacts to your membership?

The Main Contact and Administrator for the membership simply needs to login, click on Account and Membership / My membership / Our staff / Add staff. Members can also use our special bulk upload to quickly upload their staff list. Detailed instruction is available at [How To Guides](http://www.nds.org.au/resources/how-to-guides)

## Would you like to adjust the type of information received?

Log in to the NDS website and click on ‘Account and Membership’, then ‘Manage subscriptions’ to access your account preferences.

# Advocacy and Influence

Members inform our work every step of the way. NDS has had strong relationships with governments, their departments and the sector for many years. We work hard to maintain these relationships and develop new ways to expand our policy influence.

NDS is working harder than ever in our key role of advocating on your behalf. Much of our advocacy takes place ‘below the line’, where influence happens quietly but assertively. Our strength in advocacy comes from the collective power of many providers and with 1,200 members, NDS has a strong voice at the policy table.

NDS members are represented on a number of National and State Sub-Committees in high priority areas including:

* Housing and Support
* Supported Employment
* Children Young People and Their Families
* NDIS Operations
* Open Employment
* Workforce
* NDIS Intermediaries
* Quality and Safeguarding
* Regional and Remote

The policy positions NDS advocate to governments are based on thorough consultation with members and supported by research and evidence. Through NDS, members have frequent opportunities to contribute to policy development. To view submissions made by NDS, visit [Policy Library](http://nds.org.au/policy-library)

NDS advocates strongly on behalf of member organisations that provide employment services for people with disability. This advocacy includes direct interaction with parliamentarians, their advisers and senior DSS staff as well as cooperative relationships with other provider peak bodies. We have advocated for our members in the Fair Work Commission, including active participation in the reviews of the Supported Employment Services (SES) Award and the Social, Community, Home Care and Disability Services Industry (SCHADS) Award.

## Interested in joining an NDS Committee?

NDS State/Territory Committees contribute to NDS’s achievement of its objectives. These committees develop strategic priorities that respond to the concerns and interests of members in that state/territory and are compatible with NDS’s Strategic Plan.

State Committee elections are held annually by secret postal ballot, with call for nominations going out in July. Only NDS Organisational Members and Life Members are eligible to participate in Board and State Committee elections.

# Learn and Innovate

Your NDS membership gives you access to a community of diverse disability service providers. Together, we can collaborate, innovate and open doors to new opportunities for professional networks and personal development.

## National, state and regional conferences and events

Receive discounted registration fees at many NDS regional, state and national conferences and events (where offered).

**View upcoming events on the NDS Events Calendar**  
[Events and Training](http://www.nds.org.au/events-and-training)

Some upcoming events include:

* NSW Virtual conference, 6 April 2022
* NDP Workforce virtual conference, 23 May 2022
* Disability Employment Summit, 22 June 2022
* Essential Briefing series, 1-12 August 2022
* CEOs’ Meeting, 28-29 November 2022

**CEOs’ Meeting**

NDS Organisational Members and Associates are eligible to attend NDS’s annual member-only CEOs’ Meeting providing analysis of national policy directions and advice on key management issues.

**NDIS, Quality and Safeguarding and Royal Commission into Abuse, Neglect and Exploitation of People with Disability specific forums**

NDS has an exciting calendar of online and physical events to support your engagement in the biggest topics in the sector right now; including the NDS Your Essential Briefings, held in each State and Territory.

## National Disability Practitioners

**Recognise and develop your staff with a FREE National Disability Practitioners subscription!**

A skilled and informed workforce is crucial for the NDIS. As an NDS member, you can support, recognise and reward your staff through FREE access to NDP and all of the helpful resources it entails.

The NDP community consists of more than 15,000 passionate and professional individuals. NDP is committed to informing, developing and inspiring the Australian disability workforce, so that they can deliver quality services and life opportunities for the people they support.

Contact the NDP team to receive the code for free membership for all of your staff on info@ndp.org.au or 02 9256 3188. Please note: the free NDP subscription is available to Organisational Members and Associates only.

## carecareers

carecareers is a not-for-profit talent attraction initiative for the disability, community and aged care sector, developed and managed by NDS.

The carecareers.com.au website offers a wealth of information and advice for jobseekers, as well as a variety of free resources for employers in the sector.

## NDS Learn and Develop

We know that skills development and workplace training within our sector is vital. NDS has a number of strategic partnerships to support learning and development opportunities – from e-learning courses to workshops and other resources. NDS members can access:

Workforce Essentials is our flagship eLearning library covering major topics in disability support, with new assets added quarterly. NDS Members receive a discount on the annual subscription price. Pricing is tiered based on user access to training.

Workforce Essentials gives you access to 100+ Learning Assets developed by NDS experts which are mapped to the NDIS Practice Standards (with new content added regularly), that’s 70+ hours of training for all levels. NDS, partner etrainu, supports you with customer service and onboarding. You have full visibility of your teams’ progress and can have the ability to allocate training. All eLearning can be accessed remotely across all devices and generates a certificate on successful completion.

Workforce Essentials learning outcomes:

* Understand and implement practices which safeguard the rights of the people you support
* Learn about workplace health and safety practices within the disability sector
* Apply the key principles and strategies related to supported decision-making
* Manage risk associated with manual tasks: mobility, transportation, and personal care
* Provide responsible, sustainable support for people with disability under the NDIS

NDS Workshops are offered in partnership with experts within their field at a significantly discounted rate for members. We provide flexible learning solutions, delivering scheduled workshops both remotely and traditional face-to-face. NDS also offers on-demand solution training options where we can work with you to deliver workshops in-house so your people receive timely and contextual training on topics including:

* Disability Awareness, designed and co-facilitated with our Lived Experience Network
* Zero Tolerance, abuse awareness
* Defensible Documentation
* Dignity of Risk and Duty of Care
* Quality and Safeguarding
* Governing and Managing for Human Rights (Board level)
* Incident Reporting
* Risk Management
* Understanding the Workforce Capability Framework
* Mental Health Recognition and Response
* Wellbeing Program for Support Workers
* Manual Handling
* Emerging Leaders
* Emotional intelligence
* Productive Conflict
* Leading High Performance Teams
* Lean Transformation

If you have any queries, please contact the NDS Learn and Develop Team at [learnanddevelop@nds.org.au](mailto:learnanddevelop@nds.org.au) or 03 8341 4307.

# Collaborate and improve

NDS has developed dedicated Royal Commission and COVID-19 hubs on our website housing many resources to assist members through the Royal Commission process and COVID-19, including webinars, workshops, and information sheets, details for panels of experts as well as news and links to helpful information. Members will receive regular e-newsletters to stay informed throughout the process.

# Business Supports and Services

NDS is committed to lowering the cost of doing business so you can free up financial resources for what matters most – delivering the best possible service for people with disability.

**Please note:** Some products/services are available to Organisational Members only.

## Accountancy Advice Service

An accountancy advice service, facilitated by Pitcher Partners provides a complimentary 10 minute response to non-entity specific questions on any finance-related matter, including (but not limited to) JobKeeper queries.

## Cynch Security

Cynch Security is online cyber fitness platform for digital small businesses. They take the complexity out of cybersecurity for business owners, enabling them to build cyber resiliency gradually over time by following their tailored program.

## Emprevo

Join 4,500+ managers in over 700 workplaces using Emprevo to create their own Worker Marketplace. You can find and connect with all your workers and agencies you need in one platform to fill shifts in minutes; it’s life-changing. Plus, you’ll minimise worker shortages by making the most of the workers you already have access to, and by tapping into agency workers when you need to.

## Expense Reduction Analysts (ERA)

Expense Reduction Analysts (ERA) is a leading network of cost reduction consultants who optimises supply chain and processes, finding the best suppliers and providers to meet an organisation’s strategic needs. NDS members receive a 5 per cent discount on service fees.

## Gallagher

Access insurance and risk management advice for disability service providers. Gallagher

is the endorsed insurance broker for NDS, providing specialist insurance and risk management advice to organisations and sole traders.

## IR/HR Advisory Service

A NDS IR/HR Advisory Service, facilitated by WorkPlacePLUS will enable members to access a free initial half-hour phone consultation and an additional $50 per hour discount off the already competitive standard WorkPlacePLUS consultancy rates.

## NDS Legal Helpline

Facilitated by Holman Webb Lawyers, the national helpline offers NDS Organisational Members with a free over-the-phone advice consultation on any business related issue. Terms and conditions apply.

## NDS Management Support Online

The NDS Management Support Online (MSO) service puts hundreds of resources on all aspects of running an organisation right at your fingertips. NDS Organisational Members will receive a 15 per cent discount when purchasing the MSO.

## NDS Quality Portal

The NDS Quality Portal can help organisations manage risk and quality performance. NDS Organisational Members will receive a 10 per cent discount when purchasing the NDS Quality Portal.

## Nexia Australia

NDS’s small business (less than 10 FTE) and sole trader members are now able to access up to three complimentary 20 minute over-the-phone consultations on any NDIS business-related issue with Nexia Australia

## Qantas Club

NDS Members and Associates can receive a discount on their Qantas Club membership and save up to $328.

## Referoo

Fast, simple, secure online reference checks. Referoo is the leading Australian owned, complete online referencing tool. Designed to make it easier for you to generate fast and secure reference checks, our suite of tools is customisable to any business, of any size.

## StreetFleet

Is your fleet NDIS ready? As a leader in providing Fleet Management services to the disability and not-for-profit sectors, StreetFleet offers NDS members a free fleet appraisal, unique tender system plus other discounted services.

## WHS Advice Line

Facilitated by Sue Smith Safety Service, the WHS Advice Line provides organisational members and associates a free over-the-phone 15 minute initial consultation on a range of WHS topics

## Winc

NDS Organisational Members and Associates can access discounts off the catalogue price on a range of stationary, office, RAT and PPE supplies with Winc.

**Contact the NDS Membership Team** on membership@nds.org.au for more information on how to access these benefits or if you have any recommendations or suggestions of products and/or services.

# National and Local Perspectives

NDS understands the importance of local networks and information and complements these with a national approach to ensure members have access to upcoming trends, analysis and learning opportunities and a strong, influential voice. Our state teams bring strength and understanding of the context of operations in each jurisdiction. NDS uses technology to reach all members, far and wide. Our virtual conferences and webinars ensure members can connect, regardless of location.

# Industry Supporter Directory

Non-disability organisations are able to join NDS as Industry Supporters. This subscription package enables them to access information on what is happening in the sector so that the many products and services they provide can be tailored to the needs of a service provider.

View a list of current [Industry Supporters](http://www.nds.org.au/industry-supporter-directory)

## Platinum

Alchemy Technology

Blue Bike Solutions

BNG NGO Services Online

Cinch Finance and Operations

Community Industry Group

Community Services Directorate

Ernst and Young

Grant Thornton

HDAA Australia Pty Ltd

Health Metrics

Lavan

PricewaterhouseCoopers (Australia) Pty Ltd

Purpose at Work Pty Ltd

Ringwood Area Lions Aged Care Inc

Rohling International

Russell Kennedy Lawyers

Social Ventures Australia

Street Fleet

Summer Foundation Ltd

SupportAbility Software Pty Ltd

Tendable

TMG College Australia

## Gold

AGPAL and Quality Innovation Performance (QIP)

Ansvar Insurance

Arthur J Gallagher

Cloddy IT

Community Services Health and Education Training Council Inc

Community Services Industry Alliance

Compact Business Systems Australia Pty Ltd

DPS Publishing

e-Tools Software Pty Ltd

Franklin Shanks

Giuntabell Pty Ltd

Global-Mark Pty Ltd

Hall and Wilcox

HESTA

IHCA

Illuminance Solutions Pty Ltd

Lumary

Marsh Pty Ltd

Pitcher Partners Consulting Pty Ltd

Reach for Training

Saward Dawson Chartered Accountants

Social Scaffolding

St John Ambulance Australia (NSW)

Tandem Inc

Unitech Solutions Pty Ltd

VisiCase Australia Pty Ltd

# Statement of Principles

National Disability Services (NDS) is committed to assisting its members to provide high quality services and enhance the life opportunities and choices available to Australians with disabilities. This Statement of Principles outlines features of a quality service system that people with disability, their families and carers have a right to expect.

1. The provider respects the individual needs and choices of the people who use the service and seeks to model services around those needs and choices.
2. The provider promotes and supports the informed decision-making and the self-determination of the people who use the service.
3. The provider protects the dignity, privacy and confidentiality of individuals being supported, and discloses any limitations on its ability to guarantee full confidentiality.
4. The provider has policies and procedures to protect the people who use the service from abuse and to uphold their human rights.
5. The provider takes responsibility for ensuring competent and safe work practices based on applicable standards, continually striving to enhance staff competencies, knowledge and skills.
6. The provider exercises judgment within its area of expertise and the limits of its staff members’ qualifications. Where it lacks expertise, it collaborates with other services and agencies, seeks advice, or makes referrals.
7. The provider regularly evaluates the effectiveness of services, measuring performance against objective service outcomes and consulting with the people who use the services and their families or carers.
8. The provider promotes continuous improvement in service delivery, encouraging an organisational culture that fosters professional development and constructive service innovation.
9. The provider promotes efficient service delivery without compromising quality.
10. The provider fosters the inclusion of people with disability in the community.
11. The provider fulfills commitments in good faith and in a timely manner.
12. The provider acts with honesty, integrity, and fairness.
13. The provider shall respect the rights of individuals regardless of their race, creed, religion, sex, age, sexual orientation, national origin, or disability.
14. The provider ensures that services are delivered in a manner that is sensitive to cultural differences.

# Advertisements

## Hesta

“I want a super fund that acts in my best interests.” Sarah Tooke, HESTA member

HESTA is an industry super fund. That means we’re run only to profit members, not shareholders. So you can trust that your future is in good hands.

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## Referoo

Better reference check compliance with Referoo

NDS Corporate Partner

In the Disability Services industry, you’re focused on helping individuals and communities achieve outcomes every day and a critical part of this is ensuring you have the right team members. Reference-checking plays an important part in this, but it can be time-consuming, and more concerningly, open to fraud.

Referoo is designed to help you by providing access to online reference checking, which saves you time, money, and makes sure your references are genuine.

“We tried a couple of reference-checking solutions and found that Referoo was not only the most user-friendly, but the most cost-effective as well. With Referoo, it takes less than 24 hours for a reference check to come back, and it’s more detailed and in-depth as well.” Kirstin Rowberry, Interaction Services.

Visit the [Referoo](https://www.referoo.com.au/NDS) website to access an NDS members-only offer and a 21 day free trial of Referoo

## streetfleet

Vehicle Fleet Partner

NDS Corporate Partner

Is your fleet NDIS ready?

Ph 1300 273 359

[www.streetfleet.com.au](http://www.streetfleet.com.au)

## Emprevo

**You don’t need Emprevo, until you do**

Discover why more than 700 workplaces in Australia’s leading health organisations love Emprevo.

With your own Worker Marketplace, you can quickly find and connect with your workers to fill shifts faster than ever before.

Proud NDS Corporate Partner

[www.emprevo.com/nds](http://www.emprevo.com/nds)